# STANDING TOGETHER

## *A Guide to CU SOM Freestanding Clinics and Labs*

Business Development & Planning

*Key items to consider when setting up a CU SOM Clinic or Laboratory in coordination with University of Colorado Medicine.*

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*August 21, 2017*

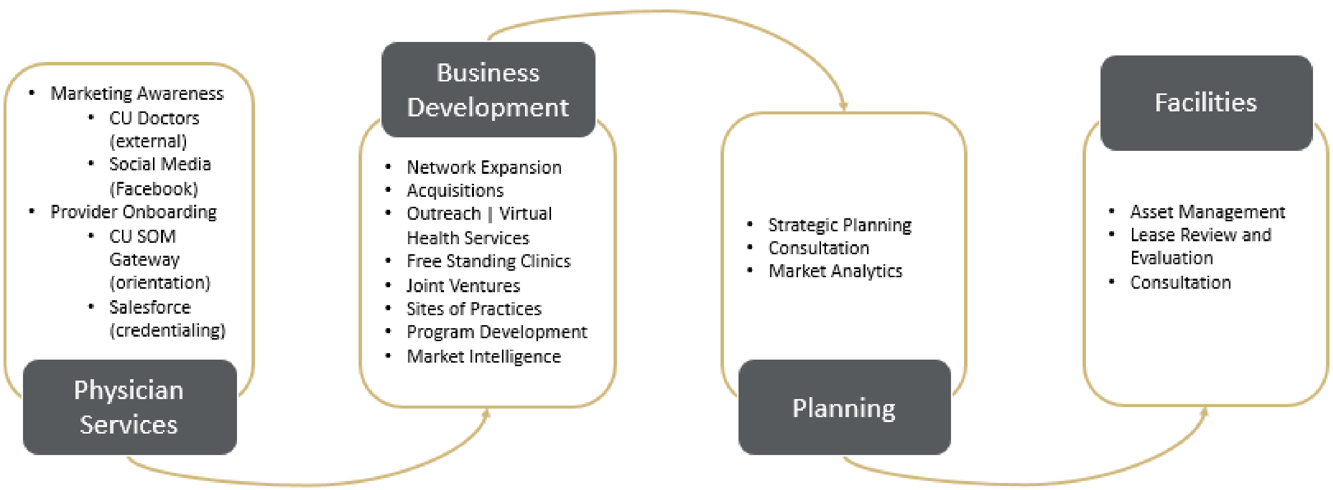
School of Medicine
UNIVERSITY OF COLORADO
ANSCHUTZ MEDICAL CAMPUS

## General Questions

**University of Colorado Medicine**

Business Development and Planning

Our mission is to provide a key resource to members of CU Medicine (CU-SOM faculty) and partner with affiliate hospitals in strategic areas to achieve the greatest good for the enterprise.




## Lease Renewals

**When is this Required?** As Needed

**Process Steps**

1. Administrator to contact BDP Assoc. Director to notify of need for lease to be extended
2. BDP Assoc. Director will review the current agreement
3. BDP Assoc. Director and the Administrator will make any necessary changes to the agreement (including rates)
4. BDP Assoc. Director will work with the facility contact person to ensure both parties agree to the terms of the lease agreement renewal
5. Once agreement is acceptable to both parties – BDP Assoc. Director will ensure appropriate CU MEDICINE leadership signs the document
6. BDP Assoc. Director will then send to facility contact for signature by facility
7. Once agreement is signed by both parties – BDP Assoc. Director will send a copy via email to the Administrator, CU MEDICINE Finance Department, and any additional contact people
8. Legal office will keep the original filed at CU MEDICINE

## Lease Agreements

**When is this Required?** As Needed

**Process Steps**

1. Administrator will send lease agreement from facility to Heidi Armbruster
2. If a lease agreement does not exist - contact Heidi Armbruster
3. It is the responsibility of the Administrator to provide BDP Assoc. Director with the facility contact info (email address, Name, Phone)
4. BDP Assoc. Director and Legal office will review and revise lease as necessary and return to facility contact person.
5. Could be several back and forth negotiation of legal terms and rates – BDP Assoc. Director will coordinate responses with Administrator to ensure all terms are acceptable.
6. Legal office will ensure that lease agreement complies with necessary STARK laws and other applicable regulations
7. Once agreement is acceptable to both parties – BDP Assoc. Director will ensure appropriate CU MEDICINE leadership signs the document.
8. BDP Assoc. Director will then send to facility contact for signature by facility.
9. Once agreement is signed by both parties – BDP Assoc. Director will send a copy via email to the Administrator, CU MEDICINE Finance Department, and any additional contact people.
10. BDP Assoc. Director will keep the original filed at CU MEDICINE

## CU SOM Gateway Access

**When is this Required?** Gain Access to Freestanding Clinic Resources

**What is Available?**

CU MEDICINE Key Contact List
Patient Care forms
Clinic & Compliance Information
Sites of Practice Process documents

**User name** providers@CUmedicine.us
**Password** UPIpass2k
**Process Steps**

Email webhelp@cumedicine.us for login information

Sign in at www.CUSOMgateway.com and Access the Freestanding Clinic Resouces

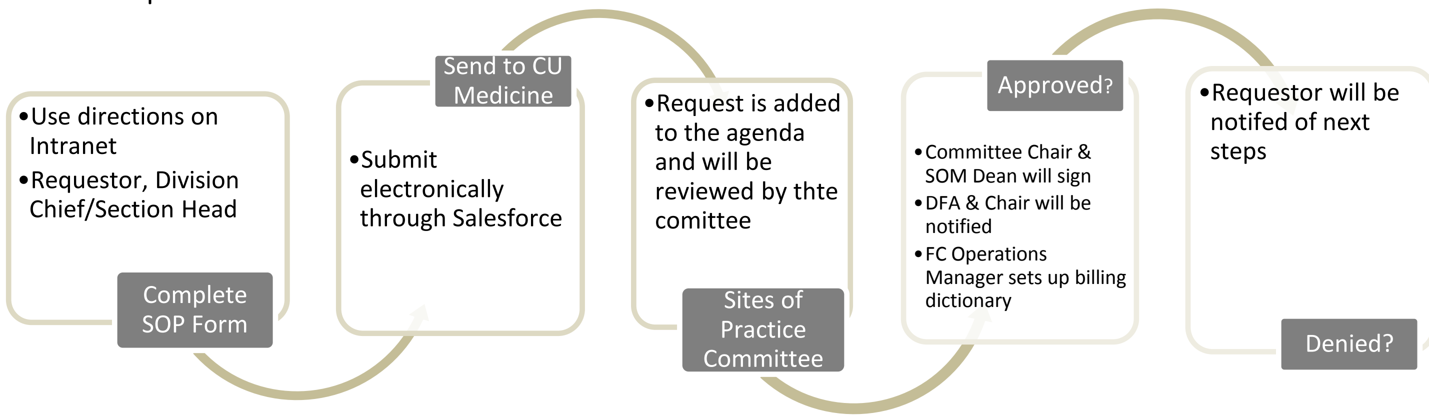
## Sites of Practice (SOP)

**When is this Required?** As soon as a new Site of Practice is finalized

**Forms**

Sites of Practice Process
Sites of Practice Policy
Sites of Practice Form

Process Steps




## EPIC Optimizations & Implementation

**When is this Required?** 120 days prior to expected go-live

**Process Steps**

1. Set up initial planning and scoping meeting
2. Identify timeline and key milestones
3. CU MEDICINE to secure affiliate partner resources for technology extension

# Audit, Compliance & Education (ACE) 2

## New Provider Process

**Key Contact**

ACE
Phone: 303.493.7245 | ACECredentialing@cumedicine.us

**When is this Required?** Prior to billing for clinical activities

**Why is this Required?**

- All faculty members that bill clinical activities through CU Medicine must attend a mandatory orientation session conducted by the Audit, Compliance, & Education department
- Topics covered during the orientation will include documentation requirements for 3rd party payers, CPT and ICD-10 requirements per the provider's specialties, and an overview of the CMS compliance regulations and Teaching Physician Rules.
- The sessions are usually done in a group setting and last approximately one to one and one half hours. Providers will need to follow up with their department administrators to ensure that the Audit, Compliance, & Education department has been notified so a training session can be scheduled in a timely manner.

**Process Steps**

1. The provider's hiring department should email ACECredentialing@cumedicine.us to schedule 120-180 minutes orientation

2. Providers will be asked to sign Member practice agreements as well as applications for Medicare, Colorado Medicaid, and various Out of State Medicaid programs
3. Providers receive CU MEDICINE billing number once all paperwork has been signed

## Coding Education

**Key Contact**

ACE
Phone: 303.493.7285 | ACauditED@cumedicine.us

**When is this Required?**

Prior to clinic opening or if a new provider is hired

**Why is this Required?**

- Existing provider's will be required to discuss documentation and charge capture process (Coordinate with ACE & Revenue Cycle)
- Review with provider/clinical/integration practice manager all services performed in the clinic/provider (i.e. procedures, E&M visits, DME, drugs, supplies, case rates, etc.) to ensure appropriate documentation and education is supplied
- Any additional requests for coding education post go-live may be requested at the same contact information.

## Location NPI/CMS

**Key Contact**

ACE
Phone: 303.493.7245 | ACECredentialing@cumedicine.us

**When is this Required?**

60 days prior to opening

**Why is this Required?**

- If Clinic is Physician Office based - Location NPI process not required
- If Clinic is Physician Office based- Colorado Medicaid will require a group number for billing.
- If Clinic supplies DME- Medicare and Colorado Medicaid will require a group number per physical address.
- If Clinic is other than a Physician Office based - Location NPI is required and must be applied for by CU MEDICINE

**Process Steps**

1. Administrator or clinic manager emails physical address and type of facility to ACE Director
2. ACE will complete CMS form and submit to CMS
3. Once approved by CMS, a location NPI number will be sent to ACE
4. ACE will notify the clinic and practice integration team of approvals of group numbers when applicable and NPI number
5. Determine if site qualifies for AEF exception process and set up; this applies to technical services/components only

## Review EMR/Paper Chart

**Key Contact** — Teri Smith
Phone: 303.493.7363 | Teri.Smith@cumedicine.us

**When is this Required?** 60 days prior to opening
**Why is this Required?** To ensure documentation is compliant and it supports appropriate billing

**Process Steps**

*Paper Medical Record*

1. Administrator or Clinic Manager provides copies of paper chart forms to ACE Director or ACE Manager for review
2. ACE will review the paper chart forms/format prior to meeting with the Administrator and/or Clinic Manager
3. Administrator, Clinic Manager, and/or Integration manager and ACE director will meet to discuss the format and make necessary modifications if applicable
4. ACE director or designee will approve final versions

*Electronic Medical Record*

1. If the templates are already built - ACE will need to review and make any necessary modifications
2. If the templates are to be built - ACE will be available to design templates with Administrator/Clinic Manager, CU Medicine Epic Analyst.
3. Work with Revenue Cycle Application on template builds

## Out of State Clinical Activity

*Validate (Federal & State) Licensure Number, Medicare & Medicaid Application*

**Key Contact** — ACE
Phone: 303.493.7245 | ACECredentialing@cumedicine.us

**When is this Required?** 90 days prior to opening
**Why is this Required?** In order to ensure Physicians have valid out of state Licensure to practice out of state and completion of the state's Medicare/Medicaid application

**Process Steps**

1. Administrator /Clinic Manager provides ACE director with Provider Name and Current Licensure for the state that the provider will be practicing in and any additional information required to complete the state's Medicare/Medicaid application
2. ACE will validate current Licensure is valid
3. If licensure is not up to date and it is required that the provider reapply for out of state licensure - ACE will work with the Administrator/Clinic Manager to complete the required paper work

## Division and Billing Area Set Up

Key Contact — **Revenue Cycle Integration Manager (RCIM)- Tamara Chartier**
Department Liaison- See pages 1-4

When is this Required? — 45 days prior to opening

Process Steps

1. Set up initial planning and scoping meeting
2. Identify timeline and key milestones
3. Determine where division charges should post to and ensure that providers have that division in their Dictionary 3 profile. If a new Division is desired it must meet the criteria for CB Divisions and be approved prior to set-up. This process may take up to 30 days.
4. Determine Billing Area charges should post to. If a new Billing Area is required it must meet the criteria for CB Billing Area. NPI, phone number, physical address, location (POS), and Reporting Category information will be need to be supplied.

## Establishing Charge Capture Process

Key Contact — **Revenue Cycle Integration Manager**
Department Liaison - See Pages 1-4

When is this Required? — 45 days prior to opening

Process Steps

1. Administrator / Clinic Manager to set up a meeting to discuss documentation and charge capture process
2. Review patient documenting system (EMR / Paper Chart)
3. Review services that will be provided
    - Procedures, E&M codes, Charges, Fee Schedule, Product sales, etc. (4 weeks prior)
    - Create/Review charge from and preference list
    - If EPIC, submit to FC Apps for cross mapping
4. Administrator / Clinic Manager follow up with additional information and/or additional contact information on how the process will function

## Case Rates

Key Contact — **Revenue Cycle Integration Manager- Tamara Chartier**
Department Liaison- See Pages 1-4

When is this Required? — Services that require package rates to support competitive market billing. Discounted multi-visit rates or Cosmetic services.

Process Steps

1. Administrator will contact Revenue Cycle Liaison to discuss appropriate coding options

2. If "bundled" case rates are appropriate then a meeting with appropriate CU MEDICINE individuals will be set up to determine a final direction
3. If appropriate, group will contact #PD to work into payer agreements as necessary

## Registration Process

**Key Contact** Revenue Cycle Integration Manager- Tamara Chartier
Department Liaison- See Pages 1-4

**When is this Required?** 30 day prior to clinic opening

**Required Documents** Registration Process Flow Document

**Process Steps**

1. Review Registration Process Flow Document
2. Contact CU MEDICINE Patient Accounts to ensure all proper forms & processes are completed

## Cash Collection Process

**Key Contact** Revenue Cycle Integration Manager- Tamara Chartier
Department Liaison- See Pages 1-4

**When is this Required?** 30 day prior to clinic opening

**Required Documents** Cash Collection Policies & Procedures
US Bank Payment Navigator Guide

**Process Steps**

1. Administrator /Clinic Manager to set up meeting with CU MEDICINE Patient Accounts prior to clinic opening
2. Set up access to the US Bank Payment Navigator. Train clinic staff on the US Bank Payment Navigator system. (The Payment Navigator is a web-based processing system that allows processing of credit cards, electronic checks or cash payments.)
3. Discussion co-pay collection & batching/deposit procedures
4. Recommendation of deposit bags; "Tamper-Evident"

## Courier Recommendation & Set Up

**Key Contact** Revenue Cycle Integration Manager- Tamara Chartier
Department Liaison- See Pages 1-4

**When is this Required?** 30 day prior to clinic opening

**Process Steps**

1. Based on frequency, a recommendation will be made for courier services. This will be coordinated with the appropriate Liaison and the Revenue Operations Manager.

## Patient Customer Service Information

**Key Contact** Revenue Cycle Integration Manager- Tamara Chartier
Department Liaison- See Pages 1-4

**When is this Required?** 30 day prior to clinic opening

**Process Steps**

1. Provide clinic with CU MEDICINE office hours and phone number if patients have questions on bills they have received - Michelle Grant will provide to Administrator/Clinic Manager via email.
2. Patient questions regarding CU MEDICINE billing should be directed to Patient Accounts

# Human Resources 4

## University of Colorado Medicine (CU Medicine) Human Resources

**General**

For HR-related questions pertaining to employees of University of Colorado Medicine, please contact Human Resources at (303) 493-7600. Each department will be assigned a Human Resources Generalist to serve as the primary point of contact. Please contact either the assigned HR Generalist or Senior Recruiter listed below before hiring or replacing any CU Medicine staff

**Dina Taylor**
*HR Assistant*

Dina.taylor@cumedicine.us
(303) 493-7600

**Tracy Profera**
*Payroll & Benefits Manager*

Tracy.profera@cumedicine.us
(303) 493-7607
*Supports the following departments: Barbara Davis Center, Pathology, Family Medicine, Ophthalmology, Pediatrics, Kempe Center, Cytogenetics, Emergency Medicine, Surgery*

**Courtney Metz**
*HR Generalist*

Courtney.metz@cumedicine.us
(303) 493-7606
*Supports the following departments: Anesthesiology, Briargate Center, Depression Center, Dermatology, Medicine, Neurology, Neurosurgery, OB/GYN, Orthopedics, Otolaryngology, Radiation Oncology, Radiology*

## Adding Staff (NEW Cost Center Position)

**When is this Required?**

As Needed

**Required Forms**

- Cost Center Personnel Request
- Personnel Requisition
- Job Description

**Process Steps**

1. Administrator/Clinic Manager contact CU MEDICINE Human Resources (HR)
2. CU MEDICINE HR will offer guidance
3. Administrative/Receptionist staff can be hired through CU MEDICINE HR
4. Any staff requiring malpractice insurance must go through UCD HR
5. CU MEDICINE HR works with the hiring Administrator/Clinic Manager to establish Title, Pay Grade, etc.
6. Administrator/Clinic Manager must complete required documents (as listed below)and send to the CU MEDICINE recruiter (Courtney.Stelmack@cumedicine.us)
    - Cost Center Personnel Request Form found on the CU MEDICINE Intranet

- Updated, electronic job description (in the approved CU MEDICINE format)
- Personnel Requisition (PR) must also be completed and submitted with items 1 and 2. This can be found on the CU MEDICINE intranet.

7. Position must be approved by 5 different groups (1) CU MEDICINE HR (2) CU MEDICINE COO (3) SOM Assoc. Dean for Budget & Finance (4) UCD Vice Chancellor-HR (5) School of Medicine Dean
8. Once all the appropriate signatures have been obtained by HR, the position will then be posted to the CU MEDICINE Website as well as any other recruiting publication and/or Website as requested.
9. Applications will be reviewed by the hiring manager via Kenexa. If you have not previously used Kenexa, please contact Courtney Stelmack for training (x. 37623).
10. CU MEDICINE HR is available to provide initial screening of qualified candidates
11. Testing is available. Many departments choose to administer testing during the hiring process (ex. typing, data entry, etc.). Please contact HR if you are interested in testing any potential candidates.
12. References must be checked. HR is happy to check references for you. You can contact Courtney Stelmack at x.37623 regarding reference checks. If you choose to check your own references, please submit your reference notes to HR so we may appropriately update our applicant tracking system.
13. Before an offer is extended, please submit the desired pay rate to your HR Generalist for approval. Upon approval, a verbal offer may be extended "pending the passing of a background investigation". If a candidate requests a written offer of employment, please contact HR for assistance.
14. Background Investigation: if the tentative offer of employment is accepted, we will move forward with a background investigation. The candidate will receive a Summary of Rights under the FCRA as well as a Waiver and Release form from HR. He/she must sign and return the waiver and release to initiate the background investigation.
15. You will be notified as to whether or not the individual has passed the background investigation. Upon passing, you may extend a final offer and determine an appropriate start date.
16. Upon acceptance, a completed Personnel Action Form (PAF) must be submitted to HR. This can be found on the CU MEDICINE Intranet

## Replacing a CU Medicine Employee

**When is this Required?** As Needed

**Required Forms**

- Cost Center Personnel Request
- Personnel Action Form
- Job Description

**Process Steps**

1. Submit a terminating Personnel Action Form (PAF) along with a copy of the resignation letter (if applicable) for the exiting employee. (http://CU Medicine.uchsc.edu/docs/PAF.PDF)
2. Personnel Requisition (PR) (http://CU Medicine.uchsc.edu/docs/personnel_requisition.PDF) and updated job description in the approved CU MEDICINE format must be submitted electronically to HR.
3. The position will then be posted to the CU MEDICINE Website as well as any other recruiting publication and/or Website as requested.

4. Once the job is posted a notification will be sent to the appropriate Hiring Manager (HM). If the HM is not familiar with how to view applicants online via CU MEDICINE's applicant tracking system (Kenexa), training will be scheduled.
5. CU MEDICINE HR is available to provide initial screening of qualified candidates.
6. Testing is available. Many departments choose to administer testing during the hiring process (ex. typing, data entry, etc.). Please contact HR if you are interested in testing any potential candidates.
7. References must be checked. HR is happy to check references for you. If you choose to check your own references, please submit your reference notes to HR so we may appropriately update our applicant tracking system.
8. Salary Approval: Salary must be approved by your designated HR Generalist before any offers of employment can be extended.
9. Offer: Upon approval, a verbal offer may be extended. All offers must be "contingent upon the passing of a background investigation". If a candidate requests a written offer of employment, please contact HR for assistance.
10. Background Investigation: The proper forms must be completed by the candidate and returned to HR to initiate the background investigation. These can take up to 72 hours to complete. Upon the successful completion of the background check, HR will notify the HM to finalize the offer and determine a start date.
11. Upon acceptance, a completed Personnel Action Form (PAF) (http://CU Medicine.uchsc.edu/docs/PAF.PDF) must be submitted to HR and all interviews must be updated in the applicant tracking system.

# Legal 5

## Legal Disputes

**When is this Required?** As Needed

**Process Steps**

1. Administrator or site manager contact Robert Shikiar via email
2. Robert Shikiar will follow up with Administrator or Site Manager as necessary
3. Robert Shikiar will work with the appropriate parties to resolve the issue

# Finance 6

## Credit Card Machine and/or Check Scanning Device

**When is this Required?** As Needed

**Process Steps**

1. Liaison or Integration team will determine the need for a credit card machine and check scanner as well as how many are needed.
2. Revenue Cycle Integration Manager or Revenue Operation manager will fill out a hardware request form and sent to CU Medicine Helpdesk
3. Machine/s will be sent to CU Medicine or directly to the clinic
4. CreCU Medicine Helpdesk will be engaged to schedule the install of the machine/s.

## Petty Cash Fund

**When is this Required?** As Needed

**Process Steps**

1. Administrator/Clinic Manager to contact CU MEDICINE Finance
2. Administrator/Clinic Manager will fill out Petty Cash Form and AP voucher for required amount (typically about $100.00)
3. Administrator/Clinic Manager will return completed forms to CU MEDICINEFinance-AccountsPayable@cumedicine.us
4. Account Payable will cut check to Petty Cash Custodian (Assigned by: Administrator/Clinic Manager)
5. Petty Cash Custodian will cash check and set up cash drawer
6. Receipts/vouchers must be sent to Finance to replenish petty cash funds
7. Repeat steps 5 through 7
8. Finance will audit each Petty Cash site annually

## Billing Process Set Up

**When is this Required?** As Needed

**Process Steps**

1. Michelle Grant will contact Finance key contacts (Ryan Dotson)
2. Administrator/Clinic Manager should contact CU MEDICINEFinance-General@cumedicine.us to determine the need for a corresponding PeopleSoft Speed Type
3. Administrator/Clinic Manager sends an email to the department chair requesting signature authorization for selected individuals.
4. The Department Chair must review the list and email approval of the list to CU MEDICINEFinance-AccountsPayable@cumedicine.us

## PO Process

**When is this Required?** As Needed

**Process Steps**

1. Administrator/Clinic Manager fills out Purchase Request Form
2. CU MEDICINE Purchasing will review and ensure that Purchase Request Form is complete and correct
3. If not correct the Administrator/Clinic Manager will be contacted
4. CU MEDICINE Purchasing will create and submit the Purchase Order to the vendor as directed in the Purchase Request.
5. Receiving copy of PO will be sent to the Clinic
6. Vendor will fulfill the Purchase Order
7. Vendor will ship order directly to the Freestanding Clinic
8. Once Clinic receives order, the receiving copy of the PO must be signed, scanned and emailed to CU MEDICINEFinance-AccountsPayable@cumedicine.us . Once the Receiving Copy is received Accounts Payable will pay the invoice

## Standing/Blanket/Open PO Process

**When is this Required?** As Needed

**Process Steps**

1. Administrator/Clinic Manager fills out Purchase Request Form
2. CU MEDICINE Purchasing will review and ensure that Purchase Request Form is complete and correct
3. If not correct the Administrator/Clinic Manager will be contacted
4. CU MEDICINE Purchasing will create and submit the Purchase Order to the vendor as directed in the Purchase Request.
5. Receiving copy of PO will be sent to the Clinic
6. Vendor will fulfill the Purchase Order
7. Vendor will ship order directly to the Freestanding Clinic
8. Once Clinic receives order, the receiving copy of the PO must be signed, scanned and emailed to CU MEDICINEFinance-AccountsPayable@cumedicine.us . Once the Receiving Copy is received Accounts Payable will pay the invoice

## Medical/Capital Equipment Purchase

**When is this Required?** As Needed

**Process Steps**

1. Equipment cannot be co-owned by CU MEDICINE and another entity. CU MEDICINE equipment must be purchased using CU MEDICINE associated Fund 80 accounts through the University or by CU MEDICINE Purchase Order.
2. To purchase using a CU MEDICINE Purchase order, a Purchase Request is sent to CU MEDICINE Purchasing
3. Purchasing will verify signatures and requested items will be procured
4. Equipment is sent directly to Freestanding Clinic
5. Equipment valued over 5k requires an asset tag - this tag will be mailed to the Freestanding Clinic from Finance
6. Asset tag form must be completed by site and returned to Finance via email to CU MEDICINEFinance-Purchasing@cumedicine.us
7. Finance will load info into asset tracking system
8. The asset inventory will be audited annually

## Non-Prescription Product Sales

**When is this Required?** As Needed

**Process Steps**

1. Administrator/Clinic Manager must email Finance what type of products they are requesting to sell and at what location 3 months prior to selling products
2. Ryan will receive this information and set up a site meeting regarding the request
3. After the meeting, Ryan will begin the process to apply for a Sales Tax License
4. This license must be approved by the State and City
5. Ryan will receive the approved license
6. Ryan will mail the license to Administrator/Clinic Manager
7. Administrator/Clinic Manager must post license
8. Finance Accountants will submit sales tax reports to State and City

9. Finance Accountants will audit inventory at the Freestanding location annually

## Prescription Product Sales

**When is this Required?** As Needed

**Process Steps** See Prescription Cosmetic Dispensing Policy

# Managed Care 7

## Credentialing

**When is this Required?** As Needed

**Why is this Required?** Credentialing at CU MEDICINE has won regional acclaim for its services in conducting and coordinating credentialing requirements for government and commercial managed care plans. The CU MEDICINE Credentialing team is responsible for initial and re-credentialing over 1,100 CU School of Medicine providers and over 4,000 TriCare/TriWest providers and institutions throughout the State of Colorado

**Process Steps** See Managed Care Commercial Credentialing Process

## Notification to Payers

**When is this Required?** As Needed

**Process Steps**

1. Administrator will contact Loki Abeyta of new location
2. Credentialing notifies Loki Abeyta of newly credentialed providers
3. Loki Abeyta adds locations and providers to monthly CU MEDICINE Provider List
4. Loki Abeyta will email monthly the CU MEDICINE Provider List to all payers
5. There is a lag time of 30 to 60 days before payers make updates
6. If services are provided prior to activation by payers CU MEDICINE claims should use "section chief logic" to ensure that claims are paid by payers.

## Carve Out List

**When is this Required?** As Needed

**Process Steps**

1. Annual communication sent out to Administrators through Kris Spirek
2. Administrator may request services the addition of services to carve out list (only applies to 3 major contracts)
3. Administrator will work with appropriate leadership to ensure reporting
4. Administrator will complete communication and email back to Kris Spirek

# Safety & Corporate Compliance 8

## Safety

**When is this Required?** Prior to Clinic Opening

**Summary**

The Department of Environmental Health & Safety (EHS) provides CU Denver and its employees with comprehensive occupational health and safety, and environmental safety and compliance programs, to assure the campus and its employees meet all local, state and federal requirements of our operations.

The Director, Dr. Ethan Carter, PhD., (ethan.carter@ucdenver.edu 303-724-0699) welcomes the opportunity to facilitate the establishment of CU School of Medicine Freestanding clinics and laboratories to assure they are established and managed with the appropriate support.

The Department also participates in planning and reviewing new construction, renovation and remodel projects in order that these projects conform to applicable design, construction and commissioning standards for the desired occupancy.

- Biosafety Program, to include Regulated Medical Waste Management, with a comprehensive University-wide contract with MSDI, Inc. Manager: Therese Stinnett (therese.stinnett@ucdenver.edu 303-724-0235)
- Chemicals Materials & Hazardous Waste Program, with a comprehensive University-wide contract with Veolia, Inc. Manager: Jerman Lopez (jerman.lopez@ucdenver.edu 303-724-0344)
- Environmental Compliance Program—includes compliance with Metro Waste Water District regulations for discharges to sanitary sewer. Manager: Christina M. Aguilera (christina.aguilera@ucdenver.edu 303-724-0242)
- Industrial Hygiene & Laboratory Safety Program—includes support for building ventilation measures, respiratory protection programs, CLIA/CAP accreditation site visits. Manager: Christina M. Aguilera (christina.aguilera@ucdenver.edu 303-724-0242)
- Occupational Health Program—preventive measures to include immunizations, Hepatitis B vaccine, seasonal influenza vaccinations, as well as PPD (tuberculosis) testing, and other services. Manager: Beth Strimpel (beth.strimpel@ucdenver.edu 303-724-4663)
- Radiation Safety Program, to include licensing and related matters. Manager: Riad Safadi (riad.safadi@ucdenver.edu 303-724-0234)

## General Compliance and HIPPA

| | |
|---|---|
| **When is this Required?** | 30 days prior to opening clinic |
| **Required Forms** | All Patient care forms will be made available to the clinic electronically via the CU MEDICINE Gateway |
| **Process Steps** | 1. Administrator/Clinic Manager is to set up meeting with Aaron Van Artsen to discuss general compliance guidelines prior to clinic opening. Aaron will work with the Administrator / Clinic Manager to ensure that the proper training and steps are put in place to ensure compliance<br>2. Key Items will include: HIPPA, management of Protected Health Information (PHI), physical security best practices, ADA requirements, record retention, procedural consents, etc. |

## Interpretive Services

Clinics should not deny service to consumers because of language or barriers. Each clinic shall have the obligation to provide access to interpretive services provided by "Telelanguage". Additional information will be provided to each clinic to manage these situations.

For onsite ASL interpreter, we recommend using http://aslservices.com/on-site-medical-asl-interpreting//

## Incident Reporting (Compliance-related)

This will have overlap in couple areas. Incidents could be worker's compensation with oversight specific to the employer of the injured worker or it could also be CLIA-based, with corresponding reporting requirements.

## PCI Compliance

| | |
|---|---|
| **When is this Required?** | Prior to opening clinic |
| **Required Forms** | |
| **Process Steps** | 1. Administrator/Clinic Manager is to schedule PCI Awareness Training for clinic employees that will handle or process payment cards.<br>NOTE: Training is required to receive a Payment Navigator account. |

## Incident Reporting (PCI-related)

Report all PCI related incidents to the CU Medicine Helpdesk. Phone: 303.493.8000 | HelpDesk@cumedicine.us

## Epic "How-To" for View Only Access

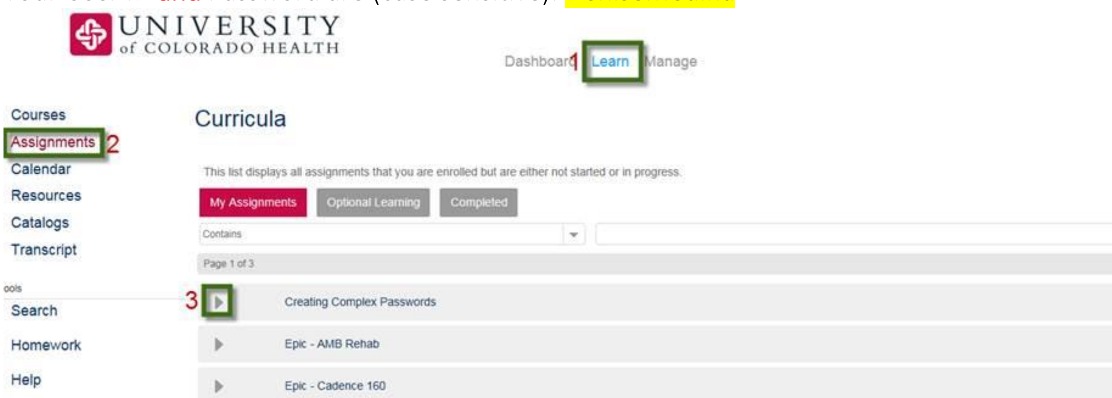
Hello,
You have been assigned eLearning modules to complete in order to obtain your Epic access. All modules must be completed and proficiency passed in order to obtain access. If you need a module reset in order to complete it, please email Epic_Training@uchealth.org with "reset" in the subject line, so we can assist you.

**To Access Online EPIC eLearnings Assigned To You:**

Log into ULearn (non UCH Employees use link below):

http://uchealth.certpointsystems.com

Your User ID and Password are (case sensitive): DeniseMedina




Please turn off your pop-up blocker for the modules to load correctly, or 'always allow' for this site.

**Frequently Asked Questions:**

***When will I get my Epic access?**
It typically takes 2 business days from the completion of training. You will be contacted by Epic Security (a separate department from me) via email that your access is complete.

***I completed Epic training through Children's Hospital; do I have to train for Epic again?**
Yes. Children's and UCH are two different organizations and have their own Epic training and workflows.

***What is my user ID and password for Epic?**
Your Epic login is tied to your domain. If you are an employee, your Epic login is your network ID/password. If you are a non-employee, the above credentials are **NOT** your Epic credentials, only for ULearn for training. You will receive your login information from Epic Security within 2 business days after your training is complete.

Shara Mesecher
IT Training Coordinator Central Campus
(970) 619-6704
Epic_Training@uchealth.org (please include your site in the subject line of your email – i.e. North, Central or South campus)

| KEY CONTACTS AND LIASONS | |
|---|---|
| DEPARTMENT/DIVISION | LIAISON |
| ANSCHUTZ HLTH AND WELLNESS CTR - DEPT | Eric |
| ACHW ANSCHUTZ CTR HLTH AND WELLNESS-120 | Eric |
| BARBARA DAVIS INSTITUTE - DEPT | #5 (Kim - Interim) |
| BDAV BARBARA DAVIS INSTITUTE-130 | #5 (Kim - Interim) |
| CHCO BRIARGATE - DEPT | #5 (Patty - Interim) |
| CHCB BRIARGATE URGENT CARE- 525 (Focus - Auth/Reg Denials) | #5 (Patty - Interim) |
| COLORADO FETAL CARE CENTER PROGRAM - PRGRM GRP | Patty |
| CU BRIARGATE CENTER - DEPT OPERATIONS | #5 (Berj, Kim and Patty Interim) |
| BCTR BARBARA DAVIS INSTITUTE-622 | #5 (Kim - Interim) |
| BCTR CARDIOLOGY-603 | #5 (Patty - Interim) |
| BCTR ENDOCRINOLOGY-605 | #5 (Patty - Interim) |
| BCTR GASTROENTEROLOGY-606 | #5 (Patty - Interim) |
| BCTR HEMATOLOGY-620 | #5 (Patty - Interim) |
| BCTR MEDICAL SUPPLY-621 | #5 (Berj and Patty Interim) |
| BCTR NEUROLOGY-609 | #5 (Patty - Interim) |
| BCTR ORTHOPEDICS-612 | #5 (Berj - Interim) |
| BCTR OTOLARYNGOLOGY-613 | #5 (Berj - Interim) |
| BCTR PHYSICAL MED REHAB-614 | #5 (Berj - Interim) |
| BCTR PULMONOLOGY-615 | #5 (Patty - Interim) |
| BCTR SURG UROLOGY-618 | #5 (Berj - Interim) |
| BCTR SURGERY-617 | #5 (Berj - Interim) |
| CU COLLEGE OF DENTAL MEDICINE - DEPT | Berj |
| CU COLLEGE OF NURSING - DEPT | #5 (Kim - Interim) |
| CU DENVER INTERNAL MED GRP - DEPT | Eric |
| CU DEPRESSION CENTER - DEPT | Patty |
| CU MARCUS INSTITUTE FOR BRAIN HEALTH | Eric |
| DERMATOLOGY - DEPT | #5 (Kim - Interim) |
| FAMILY MEDICINE - DEPT | Eric |
| MEDICINE - DEPT | Eric |
| OBSTETRICS AND GYNECOLOGY - DEPT | Patty |
| OPHTHALMOLOGY - DEPT | Eric |
| ORTHOPEDICS - DEPT | Berj |